SERVICE HISTORY LOG OF COMPUTER REPAIRS

ABSTRACT OF THE DISCLOSURE

A system for implementing a method of monitoring service repairs of a

5   processing system is disclosed. The system contacts a service representative in response to a reception of a data signal indicating an operational failure of the processing system. The contact includes a service action plan with a list of field replacement units that maybe the source of the operational failure. In response to one or more commands, the system

10   displays a service action event log including the service action plan, and a service history log including any history of service repairs related to the service action plan. The service representative can partially or fully apply the service action plan to the repair, and subsequently flag the service action event entry as incomplete or closed, respectively.